

REQUEST FOR PROPOSALS

Project Title: **Interpreter for the Deaf and Hard of Hearing Services**
City of St. Louis Department of Human Services,
Office on the Disabled
FY 2013/2014 through FY2015/2016

Estimated Contract Period: July 1, 2013 – June 30, 2016

Summary: The City of St. Louis Department of Human Services (DHS), Office on the Disabled, will award Interpreter for the Deaf and Hard of Hearing Services contracts to one or more agencies to provide upon the request of the Office on the Disabled, functionally equivalent access to quality communication for the deaf and hard of hearing by means of American Sign Language, English Sign Language, or a combination of the two, using interpreting methods including Pidgin Sign Method, Oral, Transliterating, and/or straight interpreting, and tactile sign language for the deaf/blind (hereafter, collectively, “Deaf Interpreting Services.”) The agency will have the capacity to provide in person interpreting and video remote interpreting services. The service will be for City employees and individuals using City services.

Submit Questions To: **Questions by Email Only:**

David Newburger
newburgerd@stlouis-mo.gov

For any question for which a response is given, the question and response will be posted the Office on the Disabled webpages – <http://stlouis-mo.gov/disabilities/>. Questions submitted after 5:00 p.m. on May 26, 2013, will not receive a response.

Submit Proposal To: **Proposal Delivered by Mail, Hand Delivery, or Courier:**

David Newburger, Commissioner
Office on the Disabled
City Hall, 1200 Market
Room 30
St. Louis, MO 63103

Faxed bids WILL NOT be accepted.
E-mailed bids WILL NOT be accepted.

**Deadline for Proposal
Submission:**

**Proposals will be accepted until close of business
5:00 p.m., May 20, 2013.**

The apparently successful bidder or bidders will be notified by mail by May 27, 2013.

Purpose of Request for Proposals

The City of St. Louis Department of Human Services (DHS), Office on the Disabled is initiating this Request for Proposal to solicit proposals from firms interested in providing Deaf Interpreting Services for persons who are deaf, deaf/blind, and hard of hearing. The Office of the Disabled is responsible for the provision of Deaf Interpreting Services for all City operated programs, services and events. This includes municipal courts, all City Departments, and all services in City Hall.

The Office on the Disabled is seeking proposals from Qualified Contractors.

Bidders must submit:

- a. The Original and five copies of their proposal, which shall include a résumé of their qualifications; and
- b. Letters of reference from two different current clients.
- c. A list of deaf interpreters who are employed by and/or would represent the Contractor, a statement of whether they are employed by or an independent contractor for the Contractor and of their certification level as a deaf interpreter. Any Contractor shall submit changes in the list of deaf interpreters within thirty days of such changes.

Project Scope

Authority: The City of St. Louis operates its programs and services in a manner in which they are accessible to all persons regardless of disability in compliance with all provisions of the Charter and Ordinances of the City of St. Louis and the laws of the State of Missouri and the United States.

Intent: The intent of the contract is to provide persons who are deaf, deaf/blind, and hard of hearing, functionally equivalent access to quality communication through Deaf Interpreting Services for clients, citizens and employees of the City of St. Louis, Missouri. All contracts will be for the period of July 1, 2013, through June 30, 2016. The contract may be extended for additional 12-month periods based upon mutual agreement. No contract terms shall extend beyond June 30, 2019.

Estimated Usage: It is estimated that purchases of Deaf Interpreting Services between July 1, 2013 and June 30, 2016, will approximate \$25,000 per year. Estimates are

based upon past usage and current rates. The City of St. Louis does not guarantee any minimum purchase. Orders with requests for Deaf Interpreter Services will be placed on an as needed basis.

Purchasers/Users: The purchaser/user will be the Department of Human Services, Office on the Disabled, on behalf of citizens, employees and other City departments as needed. The Office on the Disabled has the exclusive authority to order, confirm, or cancel Deaf Interpreter Services. The Office on the Disabled may call for services any time of day and any day of the year.

Term: Initial term of this contract will be from July 1, 2013 through June 30, 2016. Contract may be extended for additional terms or portions upon mutual agreement in writing.

Proposals Will Be Evaluated and Scored According to the Following Categories.

In reviewing proposals, the City of St. Louis will review responses to the matters suggested for the category and any other response the Bidders may provide. The reviewers will score responses for each of the following four items. High scores will substantially affect the selection process, but other facts may also affect the ultimate choice.

Unless otherwise negotiated and to the extent consistent with the procedures set by the Office on the Disabled, the successful bidder will be required to comply with the information it provides in the four areas in the four subjects listed below, and those will be terms that shall be included in the Scope of Work under the Contract.

1. Qualifications of Contractor, Staff, and Subcontractors (30 points)

- a. The number of licensed deaf interpreters employed by the Bidder, including people who work as owners or employees of the Bidder and not independent contractors.
- b. The ability of the Bidder to provide to the City of St. Louis, on a continuous basis and without interruption, the services of Missouri licensed, competent, and proficient deaf interpreter(s) for each appointment/assignment, and for all services reasonably requested by the Office on the Disabled, available 7 days a week, 24 hours a day with possible exception in the case of widespread emergency, disaster or other extraordinary event.
- c. The level of certification the Bidder will require for a deaf interpreter to provide service under the proposed contract, and, if there is any variation in the level of certification for categories of assignments, the terms of those variations.
- d. The circumstances, if any, in which the Bidder would assign deaf interpreters with Novice, Apprentice, or Intern/Practicum Certifications or Restricted or Provisional Restricted Certifications in Education, as those terms are used by the Board for Certification of Interpreters (hereafter, the "BCI") of the Missouri Commission for the Deaf and Hard of Hearing (hereafter, the "MCDHH"), or the equivalent certification of other certifying authorities recognized by the MCDHH, to provide day-to-day, on-call or video remote interpretation services?

- e. The circumstances, if any, in which the Bidder would assign mentees to participate in response to assignments.

2. Services Bidder Proposes to Provide to the Office on the Disabled. (30 points)

- a. Whether the Bidder's services will provide the functional equivalent access to quality communication for the deaf and hard of hearing by means of American Sign Language, English Sign Language, or a combination of the two, using interpreting methods including Pidgin Sign Method, Oral, Transliterating, and/or straight interpreting, and tactile sign language for the deaf/blind (hereafter, collectively, "Deaf Interpreting Services.")
- b. Whether the Bidder will have the capacity to provide in person interpreting and video remote interpreting services.
- c. Whether the bidder operates 24-hour, 7-day a week telephone and paging system and throughout the St. Louis metropolitan area.
- d. What procedures the Bidder follows if –
 - i. An assigned deaf interpreter is unexpectedly unable to attend an appointment;
 - ii. An assigned deaf interpreter is unexpectedly but materially late for an appointment;
 - iii. The deaf person does arrive within the appointed time and within an hour after the appointed time; and
 - iv. The deaf interpreter and deaf person meet but they cannot find the relevant person or agency involved.

e.

3. Standards for Administration of Contract (20 points)

- a. Whether the Bidder has an office and a representative in the State of Missouri and if so where and who, has a license to do business in the State of Missouri, and has, or will obtain, a valid City of St. Louis Business License.
- b. Whether the Bidder has the capacity to communicate with the Office on the Disabled via telephone, email, facsimile, and/or pager and to communicate on a 24/7 basis; to provide advanced confirmation of appointments; and to notify immediately the Office on the Disabled and the point person at the agency requesting the services (if such a point person has been identified) if the assigned deaf interpreter is going to be late.
- c. Whether the Bidder has the capacity to obtain the required amount of liability insurance that would be required if the Contract is awarded to the Bidder.
- d. Whether the Bidder makes a commitment to maintain a complete file of all records, communications and written materials that relate to the delivery of services under this contract for three years after the termination of a contract.
- e. Whether the Bidder makes a commitment to comply with all provisions of the Charter and Ordinances of the City of St. Louis, laws of the State of Missouri and of the United States.
- f. Whether the Bidder makes a commitment to make available all records associated with this contract, for no less than one annual monitoring visit by the Office on the Disabled representative or the City Comptroller's Audit staff.
- g. Whether the Bidder makes a commitment to maintain a file for each deaf interpreter employed by or contracted with Bidder who would or may provide services under this contract that contains records of the employee's or sub-contractor's status with the Bidder; social security number; signed agreements to

comply with the published Code of Ethics of the National Registry of Interpreter for the Deaf; Missouri license and certification card; Driver's License, State ID card or Passport; required insurance (if applicable); and proof of orientation to this Contract.

- h. Whether the Bidder makes a commitment to comply with procedures set by the Office on the Disabled and modified from time to time as reasonably required in the circumstances. The procedures include, among other things, notice to the Office on the Disabled and, if required by the Office on the Disabled, the Department or other office involved –
 - i. Of who is assigned to a particular job;
 - ii. Of circumstances in which the deaf person, agency, and/or interpreter do not connect with one other; and
 - iii. Of successful completion or failure to complete an assignment.

4. Rates and Fees (20 points)

- a. What the Bidder proposes to charge by the hour and by level of certification. (Please submit this information in the form attached as Exhibit 1.)
- b. What special charges, if any, the Bidder proposes to charge for calls for appointments less than some specified time in advance and what that specified time is.
- c. What charge, if any, the Bidder proposes to charge for cancelled appointments?
- d. What rates the Bidder proposes to charge when more than one deaf interpreter is assigned for a given job.
- e. What rate the Bidder proposes for regular weekly services at the Office of the Disabled, if the Office chooses to provide a regularly weekly provision of deaf interpreting services and, if so, how many interpreters would be required for each such assignment, assuming the assignment would be to have a deaf interpreter in the Office for 4 hours weekly to be available for deaf citizens who may come to the Office.
- f. What rates the Bidder proposes to charge for interpreting speeches and other public events.

Compensation and Method of Payment

- a. Contractor must submit monthly invoices that document the number of hours of service provided by the tenth (10th) working day of the following month to the Office on the Disabled. Billing must be done on a monthly basis to conform to the City of St. Louis fiscal procedures. Failure to bill on a monthly basis can result in non-payment.
- b. The Office on the Disabled will verify and approve hours reported.
- c. The City of St. Louis Department of Human Services/Office on the Disabled agrees to submit a payment voucher to the Comptroller's Office for approved billing no later than ten (10) working days after receipt of invoice from the Contractor.

Definitions

The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP.

- a. Apparently Successful Bidder – A bidder selected as having submitted a Successful Proposal, based on the final determination of DHS management taking into consideration the Bidder’s final Proposal score and which Proposal(s) best meet the needs of DHS. The Bidder is considered an “apparently successful bidder” until a contract is finalized and executed.
- b. Office on the Disabled – The City of St. Louis Department of Human Services, Office on the Disabled, is the agency of the City of St. Louis that is issuing this RFP.
- c. Bidder – A person, organization, public or private agency, or other entity submitting a Proposal in response to this RFP.
- d. Contract and Contractor– The agreement between the City and the Bidder who’s Proposal has been accepted by the Department of Human Services, Office on the Disabled and is awarded a fully executed, written contract. The “Contractor” is that Bidder.
- e. Deaf interpreter – An interpreter for the deaf, hard of hearing, and/or deaf-blind who is licensed under the provisions of sections 209.285 to 209.339 of the Revised Code of Missouri.
- f. Proposal – All material prepared and assembled by a Bidder, which the bidder submits in response to this RFP.
- g. Scope of Work – A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit to the contract.

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Exhibit 1

Institution:	
Phone Number:	
Address:	
Email address:	

Monday -Friday 8:00 a.m.-5:00 p.m. Rates

<u>Interpreter Level</u>	<u>Rate</u>

Evening, Weekend, and Other Rates

<u>Interpreter Level</u>	<u>Type of work</u>	<u>Rates</u>
	Evenings	
	Weekends	
	Speeches	
	Special Events	
	Other (please describe below)	